

DGS EMPLOYEES OF THE WEEK: TEAM GOOGLE



Going Google was truly a team effort here at DGS, with virtually every division involved on some level. From members of the Information Technology Group who worked tirelessly for months, to the employees who trained and served as Google Guides, everyone worked together. For “Doing Great Service” by taking a team approach to achieving a common goal, the IT Group, overseen by project manager Linda Bowyer, and the Google Guides are our DGS Employees of the Week. A special mention also goes out to Procurement and Logistics, Maryland’s Department of Information Technology (DoIT) and the vendors who helped DGS go Google.

Nearly a year in the making, the project was completed in several phases. After reviewing all options, Secretary Collins gave the green light in February to move ahead with going Google. Faced with tight deadlines to meet an aggressive November launch date, Linda and the IT Group developed a migration strategy to be rolled out in stages. During the first phase of implementation, Linda, Philippe Leroy and Thelma McClellan worked closely with DGS Procurement and Logistics to obtain the hardware and software required for technology upgrades to the DGS data center, as well as to secure vendors to provide installation services.

In July, a critical phase of the project began as GANTECH, with oversight from Linda and the IT Group, replaced the existing Novell system with Microsoft infrastructure. Migration to Google began with the Information Technology Group in September, followed by Google Guides and Early Adopters in October, and all DGS employees on November 18.

For the IT Group, meeting the November deadline required putting in extra hours during the workweek and on weekends. Over the Veterans Day weekend, Doug Hayden monitored the migration to make sure it was successful; all while tending to seven kids and completing class assignments to earn his college degree. Philippe also worked behind-the-scenes keeping the project on schedule and correcting any glitches that occurred.

Toni Woods spent weeks re-synching more than 90 BlackBerrys while also working with Doug to respond to dozens of incoming Help Desk calls daily. The Google Guides offered relief to the Help Desk by working the frontlines and providing assistance to coworkers trying to navigate the new Gmail system. To supplement the training sessions provided by DoIT, Margaret Fisher held a Google Clinic to answer questions from employees seeking additional guidance.

“Going Google was a major undertaking from both a technical and training perspective,” said Bart Thomas, DGS Deputy Secretary. “Everyone pulled together to make it work and demonstrated a *Yes we can*, attitude.”

Thanks to all the Google Guides who helped transition to Google (not all present in photo above): Lisa McDonald, Stuart Feldman, Sean Stinnett, Linda Dowery, Terry Wade, Linda Bowyer, Giti Dingle, Ellen Robertson, Ellery Handy, Denine Queen, Amy Mahoney, Adonna Robinson, Tammy Vehstedt, Renee Thompson, Jason Smith, Marci Stierhoff, Christy Johnnanesen, Phil Karolenko, Steve Cormack, Lisa Banks, Nadeem Mughal, Teresa Canada, Michelle Parker, John Evermann, Sarah Pope, Margaret Fisher and Eric Yealdhall.

Thanks to project manager Linda Bowyer and the members of the IT Group for all their hard work: Philippe Leroy, Doug Hayden, Toni Woods and Thelma McClellan.

For **Doing Great Service** by working together as a team to help DGS go Google, DGS would like to thank Linda Bowyer, the IT Group and the Google Guides.